HOLMAN

SAMSUNG

November 8

2012

Note II Glentel Pedestal Installation Manual

This manual outlines the step-by-step installation of the Note II Phone, and Retail Mode APP Download for existing Samsung Devices on display.

Technical Assistance
1.855.441.6965

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BEFORE INSTALLATION

1. Confirm install date 1 – 2 days in advance
2. Obtain Manager's name and number for day of installation

PROTOCOL

3. Arrive to store on time and be polite and professional with store employees and customers
4. Wear clean HOLMAN shirt and pants
5. Foul language and unprofessional conduct will not be tolerated
6. Damage to devices, graphics or displays must be reported to HOLMAN immediately. HOLMAN is not responsible for any damages that occur on-site. Any costs incurred to repair or replace properties will be charged to installer.

PLEASE NOTE: WORK AREA MUST BE COMPLETELY CLEANED BEFORE LEAVING JOB SITE

FAILURE TO COMPLY WITH THE ABOVE WILL RESULT IN NON-PAYMENT

UPON ARRIVAL TO STORE

1. Ask an available sales associate to speak with the Manager
2. Introduce yourself to Manager and explain why you are there and provide them with Holman Business Card
3. If customers are viewing display wait until they have finished to begin installation

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CONTENTS & REQUIRED SUPPLIES

EXISTING CONTENTS

1. 2 GSIII Phones with brackets (Possible dummy phones)
2. GSIII Adapters & Power Cables
3. Tablet (to return to HOLMAN)
4. Pedestal with Monitor (to dispose of)

REQUIRED SUPPLIES*

1. Standard Tool Kit
2. Cleaning cloth
3. Bottle of Cleaner

*Installer to bring on-site

NEW CONTENTS*

1. Pedestal with:
   a. 2 U-Brackets
   b. Galaxy Note II with bracket, adapter & power cable
   c. S-PEN with security wire
   d. Graphic
2. Note II Graphic Tag
3. 4 Reinforcement Brackets (2-sided tape)
4. Acrylic S-Pen Cradle
5. S-Pen Security Wire Install Box
6. Return Envelop
7. UPS Label
8. HOLMAN Business Cards
9. TOOLS:
   a. Tri-wing Security Key
   b. Tamper Proof Bit
   c. Micro Phillips Screwdriver
   d. Alcohol Cleaning Pads
   e. Keys (for existing pedestal)

*HOLMAN to provide

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REMOVING GS3 PHONES FROM EXISTING PEDESTAL

1. Unplug existing pedestal power cord from wall

2. Using keys provided open bottom panel at back of pedestal

3. Unplug all adapters with power cables for devices from extender

4. Unplug power cables from adapters and put adpaters aside to use in new pedestal

2. Remove GSIII Phones (or unstick GSIII Phone dummies from pedestal posts)

3. Using the Phillips Screwdriver unscrew the side screws from brackets to remove bracket from white post on pedestal

4. Pull GSIII with bracket and power cable out of pedestal

4. Holding GSIII face down, remove 2 reinforcement brackets at back

5. Remove square metal bracket in center (piece is not needed to mount on new pedestal)

5. Set aside GSIII phones with brackets, power cables, adapters and reinforcement brackets

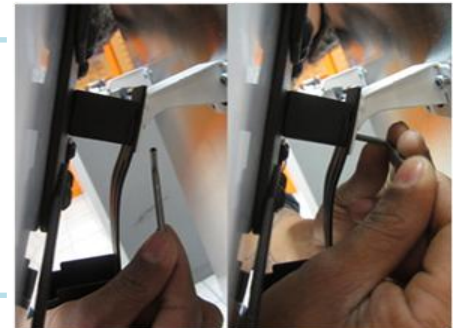*ALL contents will be used to install on new pedestal once existing pedestal is completely dismantled
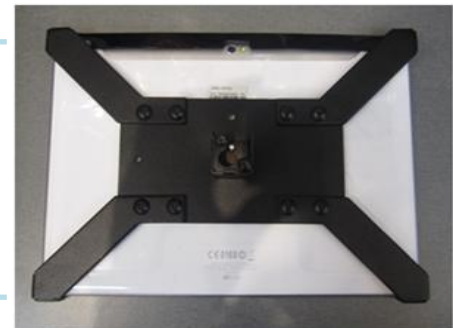
REMOVING TABLET FROM EXISTING PEDESTAL

1. Remove Tablet from center post

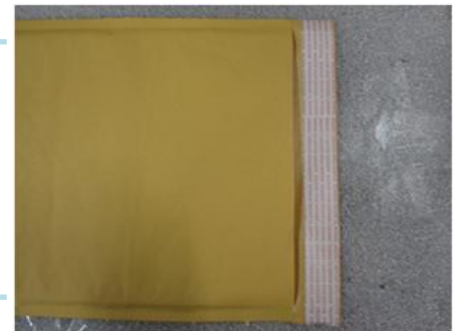

2. Using the Security Allen Key remove screws from white bracket

3. Uscrew security screws in bracket to remove bracket from Tablet

4. Place tablet in UPS Envelope to return back to HOLMAN

5. Find UPS label with store address in top left corner and stick to envelope

INSTALLING GS3 PHONES ON NEW PEDESTAL

1. Take GSIII Phone with bracket and power cable still attached

2. Install WHITE GSIII on left mounting post

3. Install BLUE GSIII on middle mounting post

(Repeat same steps below for installation of both phones)

WHITE GSIII | BLUE GSIII

4. Feed power cable through opening in U-Bracket

5. Place phone with bracket on mounting post

6. Attach reinforcement brackets on either side and secure with screws on the mounting post

*PLEASE NOTE: If brackets are missing please contact your lead installer before contacting HOLMAN

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1. Peel protective cover off of pedestal
2. Press top right corner of back of pedestal stand to open unit

3. Open back panel to expose wiring
4. Note II power cable will be plugged in extender and security wire will be hanging

4. Unravel extender cord
5. Plug adapters into extender
6. Connect power cables to adapters

7. Using a small screw take S-PEN Security wire (already installed) and put screw in tab and drill to middle shelf in pedestal

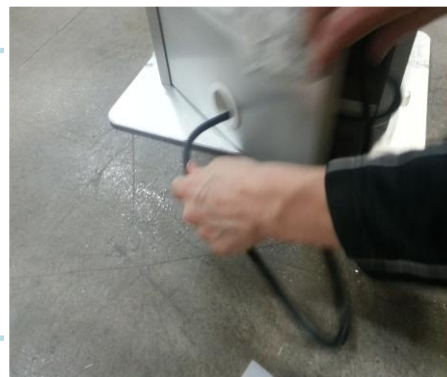8. Make sure security wire for S-Pen is secured as shown

3. Pop gromet out of hole built in door as shown

3. Feed extender cord through hole and plug into wall

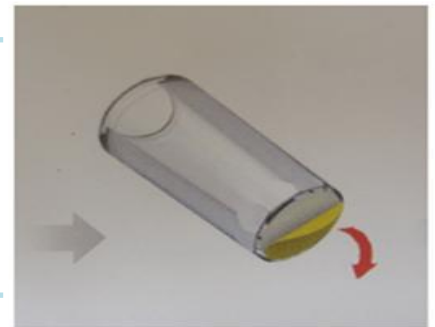5. Make sure power button is turned on and all devices are charging

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1. Move Note II S-PEN to left side of phone

2. Peel protective cover off of 2-way on Note II graphic

3. Stick graphic on right side of phone under security bracket (DO NOT STICK UNDER PHONE)

4. Next, take S-PEN Acrylic Holder and peel protective cover on adhesive

5. Place at top left corner of Note II and press firmly to mount ton display

6. Place S-PEN in Acrylic holder

7. Remove protective wrapping on pedestal graphic display

8. Ask Manager/Associate to add price cards

9. Pedestal and device installation is complete

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CONNECT GSIII PHONES TO WIFI

1. Turn on GSIII with button located on right side of the phone

2. To set up the Galaxy SIII network connection swipe the top screen downwards

3. Click the "gear" icon to enter settings

4. Select the local WiFi

5. From the list of Wi-Fi networks, select the applicable one, based on the store you are installing in:

   WirelessWave : **"rfgww"**

   Tbooth Wireless: **"rfgtb"**

   WETC: **"rfgwe"**

   FutureShop: **"futureshop"**

   Best Buy: "bestbuy

6. Enter the applicable password then click "Connect".

   WW, TBooth & WETC Password: "**$martphone**"

   Future Shop Password: "**Future5h0P2012**"

   Best Buy Password: "**B35tBuy2012**"

7. Once successfully connected, "Connected" will appear under the SSID

8. If WIFI is not connecting verify above information with Manager

PLEASE CALL TECHNICAL ASSISTANCE 1.855.441.6965 IMMEDIATELY IF YOU ARE UNABLE TO CONNECT TO WIFI

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Samsung's 'Retail Mode' application is the first of its kind, giving both consumers and sales reps a truly unique retail experience. Customers will be guided through a looping video to view top features and experiences of the Samsung Galaxy Note II.

The Samsung "Retail Mode" key solutions:

1. Optimize settings on the device
2. Prevent shoppers from altering the experience
3. Media content, apps, and critical settings will be protected. If a shopper takes pictures with the camera, removes pre-set media, or even adds a screen lock pattern on the phone, all of the alterations will be restored to the predetermined defaults just two minutes after the shopper walks away.

Important Note: Estimated download time is 30 minutes per device

MUST BE CONNECTED TO WIFI TO DOWNLOAD & TEST APP

GOOGLE ACCOUNT SET-UP (FOR APP DOWNLOAD)

GOOGLE ACCOUNT SET-UP:

1. Once connected
   Select Access Point (AP must be OPEN)
2. Next: Samsung Account = SKIP
3. Google Account = YES
4. Enter Email and Password (Reference Google Account List)
5. Sign-in
6. Next > Continue
7. Accept
8. Done
9. Join Google+ = NOT NOW
10. Set-up Credit Card = NOT NOW
11. Next
12. Drop Box = No Thanks

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APP DOWNLOAD & TESTING INSTRUCTIONS

DOWNLOAD "RETAIL MODE CANADA" FROM PLAY STORE

1. From home screen, tap the "Play Store" icon
2. Search the market and select "Galaxy S III Retail Mode Canada"
3. On the APP detail page, select the "Download" button
4. On the Permissions page, select "Accept & Download"
5. Download using WiFi, select "Proceed"
6. Once installation is complete, select the "Open" button
7. Check Box: Allow Automatic Updates
8. When prompted to accept a list of activation permissions, select "Activate"
9. Once complete, you will be prompted to enter in a password:
   a. **English Password: 4555**
   b. **French Password: 6555**
10. Select the "Confirm" button in the bottom right
11. Confirmation page will appear:
    This will indicate that you have completed the download and installation of the Retail Mode APP. The Retail Mode APP will now begin placing media files in gallery, altering settings on phone, and installing two applications
12. The **"On Device Demo"** APP is one of the apps to be installed
13. Screen will automatically appear and indicate that it is "Loading Demo Content"
14. The status bar will indicate how far along the download is
    Be sure to turn off WiFi to use Mobile connection
15. After all of the content is loaded, the "On Device Demo" application will begin running automatically
16. When application prompts, choose either "English" or "French"
17. Return to the home screen and select "Play Store" icon
18. Tap the soft menu key (bottom left corner by the home button), select "Settings"
19. Check the Auto Updates App box
20. Return to home screen and demo will begin to play automatically

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Cleaning Instructions

1. Make sure all protective plastic has been removed from contents and devices
2. Gently wipe down any dirt, dust, and fingerprints on contents and devices (Cleaning products?)

PLEASE NOTE: **WORK AREA MUST BE COMPLETELY CLEANED WITH NO BOXES OR PLASTIC LAYING AROUND BEFORE LEAVING JOB SITE AS HOLMAN WILL BE NOTIFIED IF THIS IS NOT THE CASE**

Final Instructions

1. **Voluntary Bag Check:** All installers must notify Store Manager upon leaving and present/open their tool bags voluntarily for a bag check.
2. **Complete Sign-Off Sheet** with Manager's signature
3. **Take a 2-3 Photos** of the completed installation from different angles (1 Full Shot & 1 Close up)
4. Take a photo of signed Sign-Off Sheet
5. Email all photos including photo of Sign-Off sheet to: **note2@holmanexhibits.com**
6. Leave Sign-off Sheet with Manager and report completion of installation. Provide HOLMAN business card if you did not already do so.

CHECKLIST:

❑ Remove GSIII's from existing pedestal and attach to new pedestal (White GSIIII on left mount & Blue GSIII on middle mount)

❑ Remove Tablet from existing pedestal and remove brackets. Place in UPS return envelope supplied

❑ Plug in all power cords to new display – make sure all devices are working

❑ Secure security wire for S-PEN in pedestal stand

❑ Attach Note II accessories: Graphic and S-PEN Acrylic Holder

❑ Test Galaxy Note II in 'Retail Mode'

❑ Download 'Retail Mode' APP on 2 GSIII Phones (Leave instructions with Store Manager for download if incomplete)

❑ Remove security packing from display and clean off all fingerprints etc.

❑ Clean work area thoroughly leaving no garbage behind

❑ Dispose of old pedestal at recycling station with screen

❑ Send pictures of completed installation and Sign- Off Sheet within 24 hours of completion to: **note2@holmanexhibits.com**

❑ Ask Manager if they want a copy of Sign-off Sheet

❑ Mail envelope with Tablet at UPS store drop box or return to HOLMAN

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SIGN-OFF SHEET

HOLMAN,

As per the installation requirements of our store, I have examined the display unit and it has been installed properly and the devices are in working order.

Store #: _____ **Address:** _____

Galaxy Note II IMEI # _____
(Found on side of box)

Installation Notes/Issues: _____

_____

Retail Mode App Download: **Complete** **Incomplete**

Circle which GSIII Phone/s on display did not finish downloading:

Left GSIII **Middle GSIII**

Notes: _____

Store Manager Name: _____

Signature: _____ **Date:** _____

Please be sure to send pictures of completed installation and Sign-Off Sheet within 24 hours of completion to: note2@holmanexhibits.com